DUGURU BALAKRISHNA

Email : balakrishnad1987@gmail.com

Contact : 8886937123

Profile

Aspiring to excel in the IT sector, With an experience of over **11.5 years** in different phases of Software development life cycle phases of Design,Development,Project Support.

I seek a successful career in Software Development with an esteemed & growth oriented organization that utilizes my expertise & experience to the optimum possible and provides opportunities to achieve both personal and professional goals.

Professional Experience

Randstad India Pvt Ltd : From 10 May 2010 to 12 June 2015

Teamleasse Digital Pvt Ltd : From **2nd Jan 2016** till **31 May,2021**

Collabera Digital : From 11 June,2021 to 13 June 2023

Salesforce Consultant June 11,2021 to Till Date

Project Client : Dell Technologies

Salesforce.com (From 11 June,2021 to 13 June 2023

Technologies: Apex, Visualforce,Aura, Asycnhronous Apex, Einstein Analytics and Tableau

Description: Resolving customer's issue related to Developer and Integration including Apex,

Visualforce, Integration and development and issues related to third party integration.

Role:

• Debugging the Apex code to find the root cause of the errors and provide a

resolution. • Verify Best Practices in code development so it does not affect the

Governor Limits. • Handling deployment related requests (Force.com IDE or

Workbench, Gitlab • We used Selenium for TDD using Visual Studio

Salesforce Dev and Admin 01/2016 - May 31,2021

- Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting, Work closely with sales management to inspect sales process quality and prioritize improvements
- Maintain and customize all aspects of the Salesforce platform including objects, fields, layouts, security, reporting, validation rules, workflows, data manipulation and migration ● System Administration in supporting an organization larger than 250 employees and working on cross-functional projects with sales or support team experience
- Administer and customize our Salesforce implementation and deployment, including design, documentation, analytics, training, deployment, and support
- Assist with the performance of business analysis in which information about business process and concerns are gathered from key internal business stakeholders
- Test business applications and ensure performance is as designed; work with team members to resolve any issue
- Work with team members to identify project tasks, estimated work effort and timelines; escalate any changes to project scope
- Providing support for the day to day management of Salesforce.com and Maintain technical knowledge by using Trailhead, attending educational workshops and reviewing related publications, when available
- Experience in performing data cleanup and/or data migration to and from Salesforce.com

Technical skills set

Programming Languages : C#, Apex programming,

SalesforceTechnologies:

> VisualForce,Lightningpages(Pages,Component&Controllers),Triggers,CustomObjects,ValidationRules, Work Flows, Dashboards, Reports,Service Cloud

Other Technologies : ASP.NET,ADO.Net,Javascript,Ajax,Informatica 10.2,10.4,Openshift **Database** : MSSQL 2005/2008/2012, SSIS,SSRS, Oracle(TOAD 12.6)

FrontEnd Tools : Visual Studio 2010,Visual studio 2016

Key Accountabilities:
- Good knowledge on custom objects, custom tabs, Page layout, Relationships , Work flow, Process builders.
- Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch
- Worked and have good hands on experience in customizing standard Objects like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Cases**, **Leads**, **Campaigns, Reports** (**Summary reports**, **tabular reports**, **Pie charts**)and **Dashboards** and **Report folders** for different user profiles as per the requirements.
- Created **lookup** and **master-detail relationships** on the objects and created **junction objects** and various

advanced fields like **Pick-list**, **Field Dependencies**, **Custom Formula**, **Approval Process**, **Sharing rules** for **automatedalerts**, **field updates** and **Email generation**.

- Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization
- Completed the Admin(Beginner & intermediate) Trial head Module in Salesforce. ● Holds the credential of developing/ managing different Application Modules as per internal requirements and for the clients of the organization
- Gained exposure in end-to-end development of software products from requirement analysis to system study and designing.
- Flexible and adaptable to different work cultures.

Professional Projects Undertaken

July 2018 to Present Client : Cigna Health Insurance, TCS Adibhatla

Project : **TCS: Cigna Health Insurance**

Client : Cigna Medical Group

Teamsize :6

Description : One of the Nation's largest Health Insurance provider,provides individual, group medical policies which include all essential health benefits

Environment: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers,CUJs,Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud,Windows 7, Validation Rules & Formulas,mail services, Security Controls, Sandbox, Production. **Salesforce Administrator and Developer :**

- Day to day activities involve the administrative responsibilities such as to Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
- Worked on Salesforce.combased development enhancements and implemented lightning applications from the scratch.
- Worked on **Lightning app builder** (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions. ● Developed **Lightning Component Framework** and also built **Lightning component** using **aura framework**.
- Setting up **Service Cloud** Console, **Cases** (Web to case, Email to case), Solutions, Case Assignment
- Knowledge on **Salesforce Lightning Process Builder**, **Lightning UI/UX**, **app builder** and creating **Visual Workflows**, salesforce support **communities** and **Chatter** groups. ● Built

reusable **UI/UX components** with **lightning component framework**.

● Create profiles, roles and configure permissions according to organizational hierarchy requirement.Created Workflows for automated lead routing and lead escalation.

● Worked within established procedures to develop, test, implement, and maintain application software as per the recommended guidelines

● Developed Visual Force pages which rendered based on salesforce1 app. ●
Developed custom UI suing CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.

● Designed salesforce service cloud console to enhance productivity with dashboard like interface.

● As a part of production support and development, involved in various multi tasking activities,Work with management, create and manage complex workflow rules, data validation, and triggers

● Gathering the requirements for the information related to the continuous business operations.

● Created workflows,process builder,validation rules,visual force pages and apex class as per the requirements.

● Prepared scripts for enhancements activities testing them in various environments of SDLC of the project.

August 2016 to **June 2018 Client :** Lloyds Banking Group, TCS Adibhatla

Project : TCS:LBG-GOFE

Environment:

C#,ASP.Net,Javascript,SQLserver2005/2008,SSRS,SSIS,MVC,AngularJS,WCF, WebServices,jquery, Salesforce.com IDE, Service Cloud, Marketing Cloud,SOQL and SOSL, Visualforce, APEX Classes,Workflows, Reports and Dashboards, Data loader, data Import wizard,SalesCloud,ServiceCloud,ValidationRules&Formulas,SecurityControls,Sandbox,Produ ction, VisualForce, Apex, SOQL, SOSL

Teamsize :20

 Description : LBG is leading european banking offering various end to end diversified services for its clients and customers.The LBG interacts with its clients and customers through a service
of wide network that range from retail,mortgage ,banking and health Insurance. **Salesforce Administrator and Developer :**

● Created Custom objects, formula fields and design validation rules page

layouts, workflow rules.

- Maintenance of CRM functionality implementing SFDC.
- Creating SFDC reports (functional and technical documents).
- Create profiles, roles and configure permissions according to

    organizational hierarchy requirement.

- Created Workflows for automated lead routing and lead escalation.
- Gathering the requirements for the information related to the continuous business operations.
- Involved in development of the applications as per the business requirement, tested the functional modules
- post developing and prepared required documents as and when required to ensure smooth functioning business operations
- Involved in constant enhancements activities as per the business requirements which required the process of change requests for the application with various levels of approvals. ● Prepared scripts for enhancements activities testing them in various environments of SDLC of the project.
- Provided the Service improvements for the better performance of the critical applications benefiting the maintenance levels of application reducing the productive efforts spent on fixing the common technical issues that are reported during business hours.

January 2016 to June 2016 Client : Microsoft, TCS Synergy Park.

Project :MICROSOFT CRM FIELD SERVICES

Environment: CRM platform, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services,

Windows XP,7,10,Linux

Client : MICROSOFT CRM.

Team Size : 3
Role :Team Developer
Description : MS CRM dynamics Field one services caters to the needs of customer(typically when we deal with huge section of audience at a time on everyday basis). Field one Service is advanced functionality of CRM dynamics which allows your admin portal select your CRM instance choose to add Field Service solution once FieldOne service is installed we can create/schedule/monitor work orders,we can create Sales Agreements,PurchaseOrders. **Environment**: Microsoft CRM Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, WindowsXP,7,10,Linux

Responsibilities :

- Created Custom objects, formula fields and design validation rules page layouts, workflow rules.

- Maintenance of CRM functionality implementing SFDC.

- Creating SFDC reports (functional and technical documents).

- Create profiles, roles and configure permissions according to organizational hierarchy requirement.

- Developed applications using Agile methodology.

- Created Workflows for automated lead routing and lead escalation.

- Worked on most advanced key 18 functional features for CRM F1 Services, raised 40 critical bugs as part of unit testing and coordinated with Development team in fixing the technical issues.

Project : HRMS

Environment : C#, ASP.Net,ADO.Net,Sqlserver 2008,AJAX,Javascript

Client : Aster Teleservices Pvt Ltd.

Application: : Web Application

Team Size: : 4

Role : Team Developer

Description :

This project HR Management System (HRMS) basically includes the requirements for managing the personal data,controlling authentication and authorization mechanism, and

evaluating of employees performance. More specifically, our HRMS (HR Management System) controls and manages the personal database such that any user with different role types as manager, admin, employee, and human resource will be able to manipulate their personal data. In addition to manipulating the personal data, our HRMS will provide

authentication and authorization mechanism. Every user with any role type can be able to login to the system with his/her username and password

Responsibilities :

- Involved from design stage of the project to the development stage of the project. ● Used 3tier architecture for the project and developed User interface, did coding part for business layer as well as data tier Used Microsoft technologies and visual studio 2010 IDE. ● Tested all the modules of the application and prepared required test documents as part of deliverables

for the project.

Project : DCMS

Environment : C#, ASP.Net,ADO.Net,Sqlserver2008,AJAX,Javascript

Client : Medinova.

Application : Web Application

Team Size : 4

Role : Team Developer

Description : The main aim of this project is the most versatile software solution ever introduced for medical diagnostic centres and laboratories. It facilitates wide range of functionalities to carry out day to day operations, billing, reporting, schemes / packages, multiple branches, collection points referring doctors, inventory etc., with centralized and total controlled user environment. DCMS provides the winning combination of all the factors like seamlessly manage the operations involved, work response should be in a cohesive manner and strategies, which work behind any good system to the diagnostic service providers. The Administrator is the authorized person for adding or deleting Categories, SubCategories.

Responsibilities:

- Implementation of the stored procedures for SQL Server 2008 database.
- Usage of SQL server reporting services to generate payment details.Communication between Data Access Layer and SQL Server was established by ADO.NET.
- Worked on Implementation of business components that will update and save the database transaction.

Project : Wheels&Smiles

Environment : C#, ASP.Net,ADO.Net,Sqlserver2008,AJAX,Javascript

Client : Wheels&Smiles

Application : Web Application
Team Size : 4

Role : Team Developer

Description: Wheels & Smiles is your complete travel partner expert in travel arrangements. The main aim this project is to provide journey planning for tours and hotel bookings for holidays or vacations. Event plantings in tour packages . services cover the entire spectrum of your travel need and motto is ensuring your Travel with Smiles. It facilitates wide range of functionalities to carry out day to day operations, billing, reporting, schemes / packages etc

Responsibilities:

- Developed SQL queries, Stored Procedures for all Database Manipulations

Involved in design of application,gathering requirements.
- Code modification for enhancement and development of functionalities
- Communication between Data Access Layer and SQL Server was established by ADO.NET.Worked on Implementation of business components that will update and save the database transaction.

Education:

- BTech from Aurora Engineering College(JNTU)with 61% [2009]
- Intermediate(MPC) from Ratna Jr College with 81% [2005]
- SSC from St.John and Roger's High School with 81% [2003]

ExtraCurricular Activities :

- Provided enhancement functionalities for YOUTUBE, i have been made **Level 6** local guide user for adding 70 places of interest on Google Maps.
- Played professional cricket in A1 league tournaments of Hyderabad Cricket Association from 2011 to 2015.
- Participated in all the chess competitions during schooling and college days made it to five finals winning 3 of those 5 finals.

Additional Details

Father's Name : D Narsinga Rao
Nationality : Indian
DateOfBirth : 15thNov1987
Gender : Male
MaritalStatus : Married
LanguagesKnown : English,Telugu,Hindi

Name : D Balakrishna
Place : Hyderabad.